

DELL PREMIER USER MANUAL

WHAT IS DELL PREMIER?

Dell Premier is your own, secure, personalised purchasing and support website, which you can quickly and easily customise to suit your precise requirements, saving your organisation time and money throughout all phases of IT product ownership.

USING YOUR DELL PREMIER SITE YOU CAN:

- access information on previously defined, standard configurations for your organisation, making it far easier for you to specify and purchase additional systems
- quickly identify solutions to meet new requirements, configure them to your exact requirements, and place your order for the necessary hardware, software and accessories
- prepare and save machine configurations and orders for purchase at later date
- purchase consumables and peripherals for your existing hardware
- access the complete Dell catalogue of Dell products

In fact you'll find your Dell Premier website makes the whole process of doing business with Dell easier and more cost-efficient. This document will tell you how to make the most of the service.



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1. LOGGING IN TO DELL PREMIER

First time Premier users...

When you are first set up as a user of the Dell Premier service you will receive an automated welcome email giving your organisation's unique Premier.dell.co.uk website name, your profile email address and a temporary password.

To access your Premier website go to <http://premier.dell.co.uk>, click on **Sign in**

Enter your profile email address and password in the boxes provided and click **Submit**

If your password is not accepted or you have forgotten it, click on the "Forgot password" link and enter your profile email address. Your new password will be emailed to you within 24 hours.

Returning Premier customers...

Go to <http://premier.dell.co.uk>, click on **Sign in**

Enter your profile email address and password in the boxes provided and click **Submit**

If your password is not accepted or you have forgotten it, click on the "Forgot password" link and enter your profile email address. Your new password will be emailed to you within 24 hours.

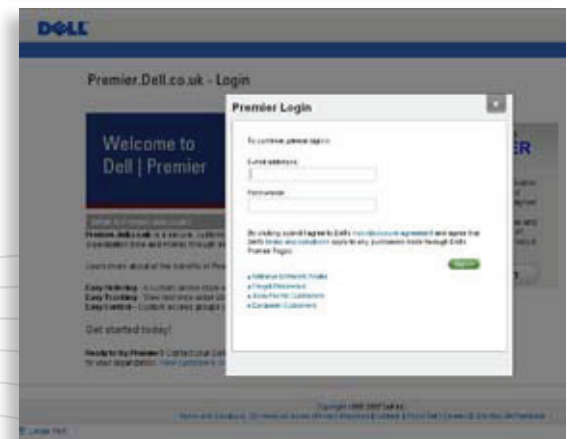
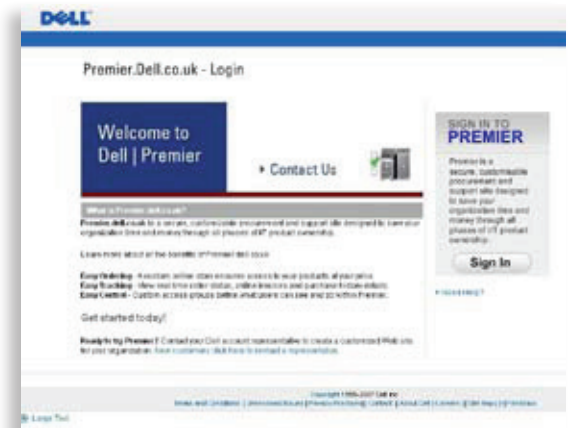
2. CHANGING YOUR PERSONAL PASSWORD AND PROFILE

Once on the Premier website both new and existing users can change their Personal Password and customise their Personal Profile as follows:

Click on **Quick Links** at the top of the page then in the drop down, click on **Account Options**.

- Select the **Edit Personal Information** link to edit your name and email address
- Select the **Change Password** link to change your Personal Password
- Select the **View/Delete Accounts** link to delete an Account associated with your Dell Personal Profile

You can also edit your Personal Profile during the Checkout process by selecting the **Update my current user profile with the changes I entered while completing this order** link you will find on the last page of the Checkout process.



3. NAVIGATING AND BROWSING FOR ITEMS.

New Products page

This new page will replace the Systems, Software & Peripherals, and Standard Configurations menu tabs. Those items will now be in the secondary navigation under the **Products** Tab. Reducing the tabs and offering secondary navigation offers a cleaner look.

1 – Standard Configurations page

The majority of Premier users have the Standard Configurations page set as their home page. This enables them to take full advantage of easy ordering from the list of ready-configured machines, which has been assembled based on the specifications of the machines they order most often. The machines listed can either be placed straight in the Basket ready for the Checkout, or can be further configured with agreed upgrades prior to ordering. If your organisation does not use Standard Configurations your home page will normally be set to show the Systems page.

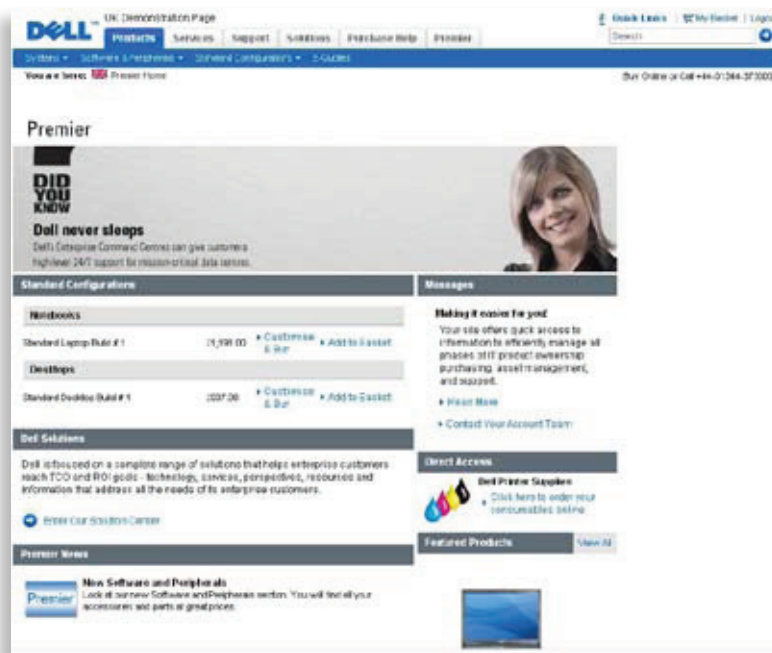
Other useful areas of this page are:

Messages – This area can be customised with graphics or messaging specific to your organisation.

Dell Solutions – Useful links to information on Dell technology solutions and services.

New at Dell – Information on upcoming events.

Premier News – Your update on the latest new products and services from Dell.

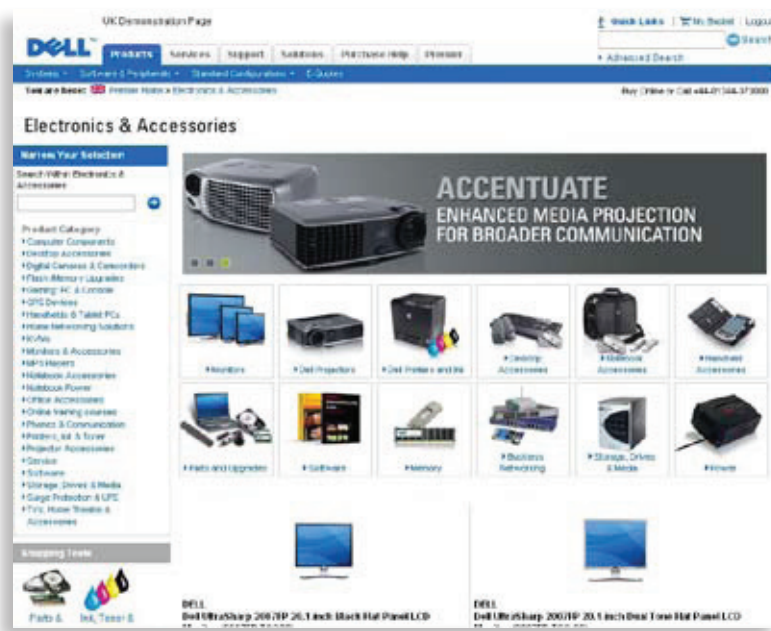


2 – Software and Peripherals page

This page provides you with links to more than 3,000 Dell and third-party peripherals, software and accessories to complement your Dell hardware.

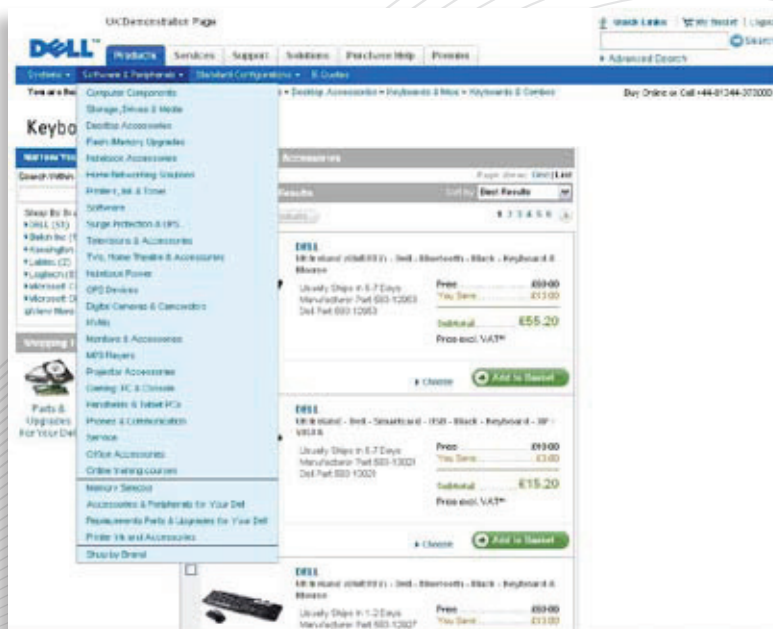
The **Search box**, top left, enables you to quickly locate the item you are looking for by entering a simple description and clicking the arrow to the right of the box. Comparing alternatives is easy – just check the boxes on the left of the products you are interested in then click the **Compare Selected Products** button at the top or bottom of the page. Once you have found the items you need simply click **Add to Basket** and proceed to the **Checkout**.





3 – Systems page –The Full Dell Catalogue

The Systems page enables you to browse and buy from the **full Dell Catalogue** – simply click on the **Browse All Products** link. Like the Standard Configurations page it also has a customisable Messages area and links to information on Dell technology solutions and services, Dell events, and the latest new products and services from Dell.



4 – Reports page

Access your Reports by selecting the **Premier** tab, then in the secondary menu, click on **Reports**. You can also access your Reports by clicking on **Quick Links** at the top of the page.

The Reports page takes you straight to the **Premier Reporting Centre** where you have one-click access to a variety of reports summarising your Dell order status and history, including:

System Order Status Report

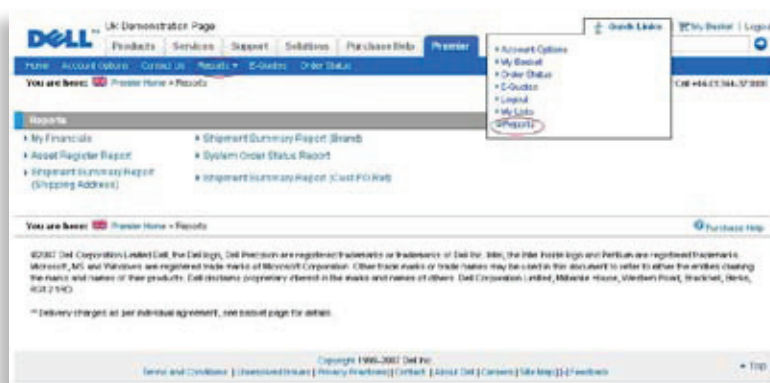
Asset Register Report

Shipment Summary Report by Dell Brand

Shipment Summary Report by Purchase Order number

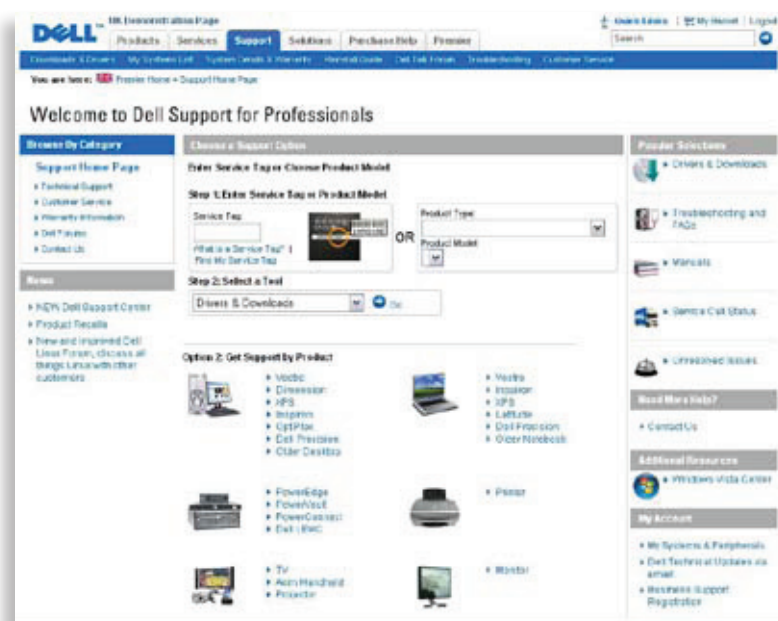
Shipment Summary Report by Shipping Address

My Financial: Online tool that allows our customers to access their account details at a time of their choosing



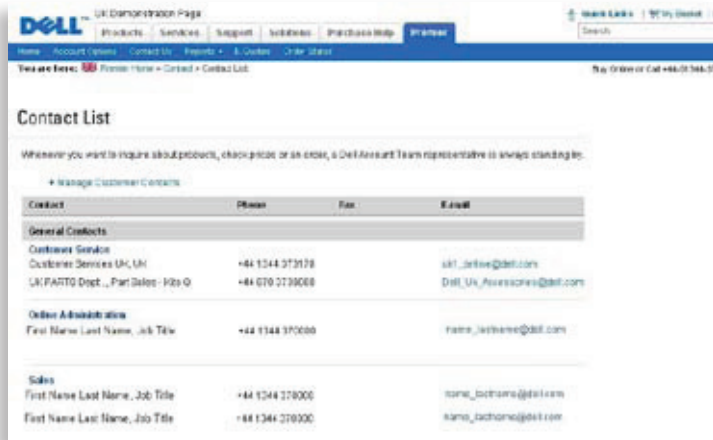
5 – Support page

The Support page gives you quick access to a whole range of Dell support services, from **Downloads**, **Reinstallation Guides** and the **DellTalk Forum**, to **System and Warranty** details for your Dell machines, **Troubleshooting** and a direct link to **Dell Customer Service**.



6 - Contacts page

From the **Premier** tab, you can access the Contacts page. This page provides contact details for the key members of your **Dell account team** including your account manager and technical personnel.

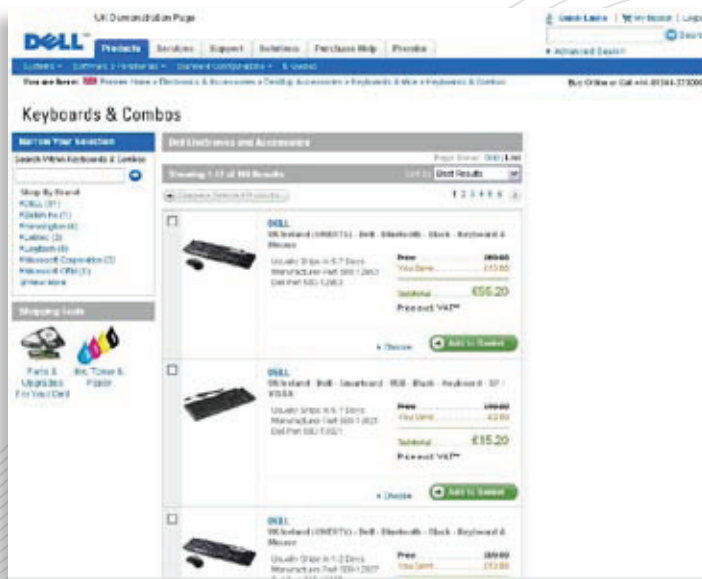


4. THE ORDERING PROCESS:

Ordering software and peripherals

From your Premier home page there are three ways to find and order software and peripherals...

1. From the **Products** Tab, click on **Software & Peripherals** – the Software and Peripherals page will appear

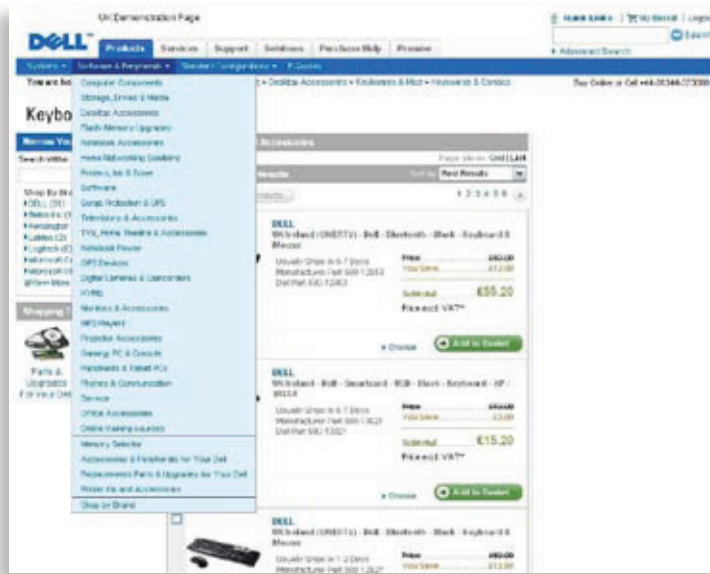


Use the search facility to identify the product that you require. When you have this type the name of the machine or product number for which you require software or peripherals in the **Search** field and click the arrow on the right – a list of available upgrade options will appear

Locate the item(s) you require then click **Add to Basket**

2. From the **Products** Tab, **hover** over **Software & Peripherals** – a drop-down menu will appear





Click **Accessories & Peripherals for Your Dell** – a list of Dell product families will appear

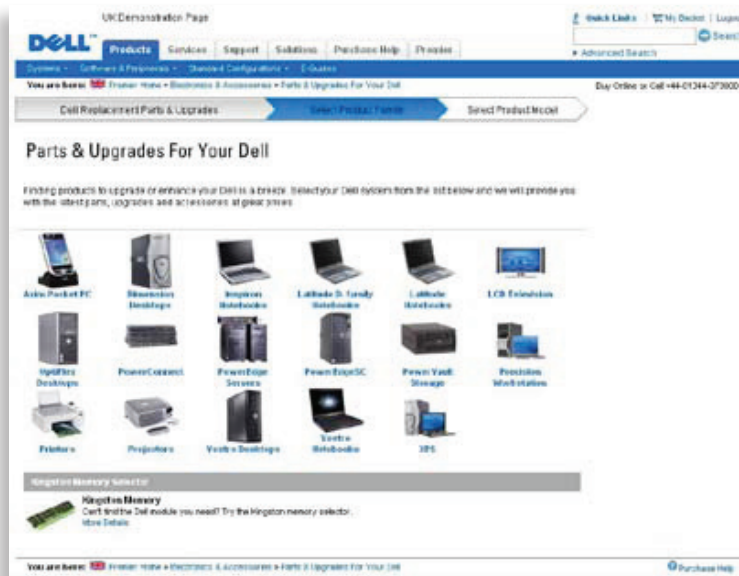
Click the relevant product family – a list of models will appear

Click the relevant model – a list of available accessories will appear

Locate the item(s) you require then click **Add to Basket**

3. From the **Products** Tab, click on **Software & Peripherals** – the Software and Peripherals page will appear

When you require products compatible with your existing systems click on the **Parts and Upgrades** – a list of Part & Supplies categories will appear. Select the relevant category, then continue to refine your search until you arrive at the item you require. Add it to your basket and proceed to the **Checkout**.



Ordering ink and toner

From your Premier home page there are three ways to find and order the ink and toner you require...

1. From the **Products** Tab, click on **Software & Peripherals** – the Software and Peripherals page will appear

Type the name of the printer in the search field and click the arrow in the top right corner of the page

A list of all available consumables will appear

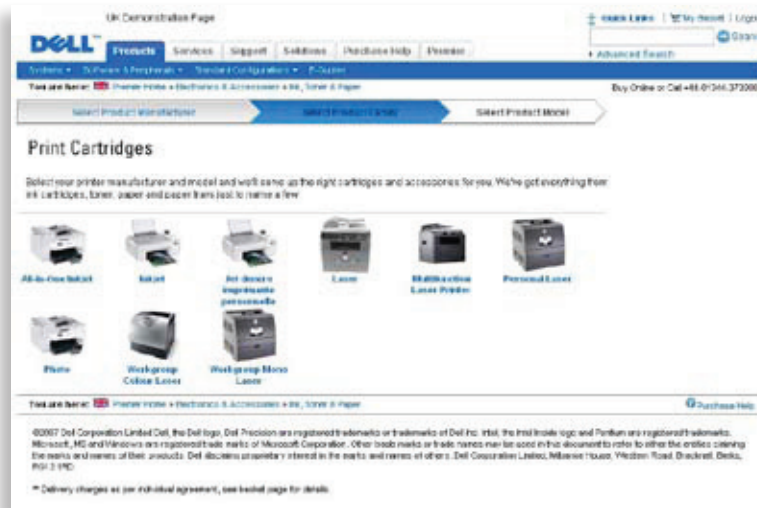
Tick the box(es) next to the item(s) required and click **Add to Basket**



2. From the **Products** Tab, hover over **Software & Peripherals** – a drop-down menu will appear

Click **Printer Ink and Accessories**

Click the name – a list of Dell printer families will appear



Click the relevant printer family – a list of models will appear

Click the relevant model – a list of available consumables will appear

Locate the item(s) you require then click **Add to Basket**

3. From the **Products** Tab, click on **Software & Peripherals** – the Software and Peripherals page will appear

Under the **ShoppingTools** heading click **Ink, Toner & Paper** – a list of printer categories will appear



Select the relevant printer category, click **Next**, select the printer model, click **Next**

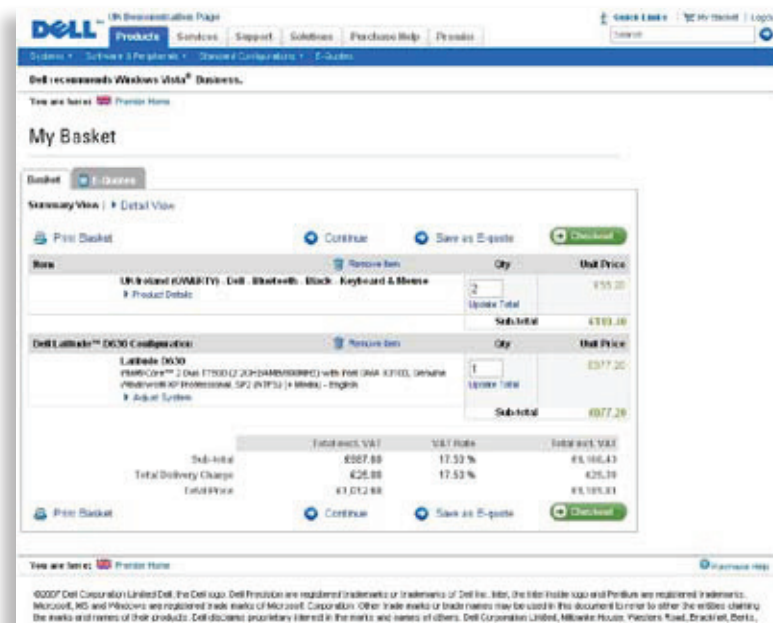
Enter the number of items you require and click **Proceed to Basket & Checkout**



The Shopping Basket

The Shopping Basket provides a summary of the items you have selected and their cost. By clicking **DetailView** you can see a full breakdown of the items selected.

The Shopping Basket also enables you to electronically save details of the order without proceeding to the Checkout, so you can retrieve them and actually place your order at a later date (no later than 30 days).



The Checkout

The Checkout enables you to purchase the items you specified in your Basket. Once again, because you are working within your own personalised Dell Premier site, the process is tailored to your needs, for example by pre-populating your contact and billing details.

Using the Checkout

From My Basket, click on the Checkout icon 

You will then be asked to sign in to the checkout by entering your profile email address and password. This enables us to pre-populate your contact information, delivery and billing addresses.



Dell Latitude | Dell Premier

Products | Services | Support | Solutions | Purchase Help | Premier

Quick Links | My Dell | Logout

Search

Dell recommends Windows Vista® Business.

You are here: Dell Premier Home

Welcome to checkout

Privacy and Security

Already Registered?

My Account

- Email Address
- Password
- Forgot Password?
- Sign In

Registration and Guest Checkout

Proceed to Registration and Checkout

You are here: Dell Premier Home

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*Delivery charges as per individual agreement, see basket page for details.

You will then be taken to the Checkout.

There are 2 different setups available for the shipping address form (see below). You can opt to either have your shipping and delivery addresses pre-populated and ready to use, or to have this area left blank ready for you to enter your own address details as appropriate. Simply speak to your Account manager to set this up.

Dell Latitude | Dell Premier

Products | Services | Support | Solutions | Purchase Help | Premier

Quick Links | My Dell | Logout

Search

Dell recommends Windows Vista® Business.

You are here: Dell Premier Home

Shipping

Privacy and Security

Shipping Options | Payment Options | Verify & Submit Order

* Indicates Required Fields

Fill in your Shipping Information.

Please fill in all of the necessary information below.

Delivery

- Your delivery date is influenced by your chosen method of payment, what you've ordered and your address
- For fastest delivery we recommend paying by Credit card
- Your Estimated Delivery Date will be listed on your Order Confirmation Document
- Check your email regularly for updates on delivery
- Your order will be delivered on a working day between 9 am and 5 pm

Please note, it is not possible to change the shipping address once your order has been placed.

Contact Information

Title | First Name | Last Name

Mr | |

Email address

Check to receive a confirmation email

Daytime Phone Number

Phone Number



If you have multiple payment options available to your organisation you will then be taken to a screen similar to the one below.

Once you have selected your preferred method of payment, you will be taken to the relevant billing screen.

The Purchase Order billing screen is used below as an example:

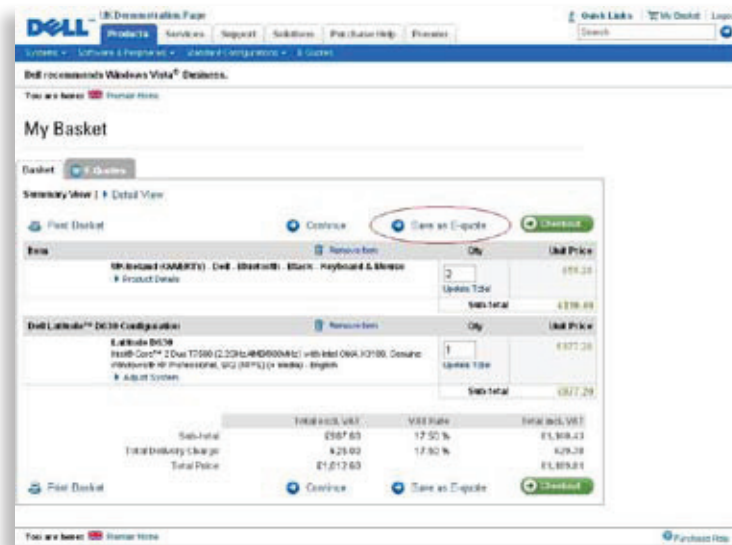


This page gives you the opportunity to review and verify your billing and shipping details and that the contents of your order are accurate.

If all is in order you simply click on the **Continue** button to confirm your purchase. You will then receive an emailed confirmation that your order has been placed.

5. SAVING AN E-QUOTE

Some people in your organisation (see access groups and roles) will want to save E-quotes for retrieval at a later time. To do this, simply complete your shopping on your Premier page then click on **Save as E-quote** instead of the **Checkout**. The first time you do this (and only the first time) you will have to enter your contact details.



You will then need to provide the quote with a name and a description, enabling the authorised purchaser (if not yourself) to identify the quote and process the order online.

Please note, it is not possible to change the shipping address once your order has been placed.

Contact Information

Title * First Name * Last Name

Mr. [] []

* E-mail address

[]

* Daytime Phone Number

[] []

Fax Number

[] []

* E-quote Name

[]

* Description

[]

Notes/Comments:

[]



At this stage you can also enter the details of your Procurement Contact, so that when your E-quote is saved they will automatically be sent the E-quote as a purchase request. If you do not wish to send this E-quote as a request, simply leave the fields blank.

When saving an e-quote you can also pre populate a number of areas in the order form (billing address, shipping address and payment method). This means that if you are not the authorised purchaser you can provide this person with all the details required to finalise the purchase. If this is not required please contact your Account Manager.

Once you have completed saving your E-quote an email confirmation will be sent to you including the following information:

The E-quote number
The E-quote the current version replaced (if applicable)
The E-quote name
By whom it was saved
When it was saved
When it expires

6. RETRIEVING AN E-QUOTE

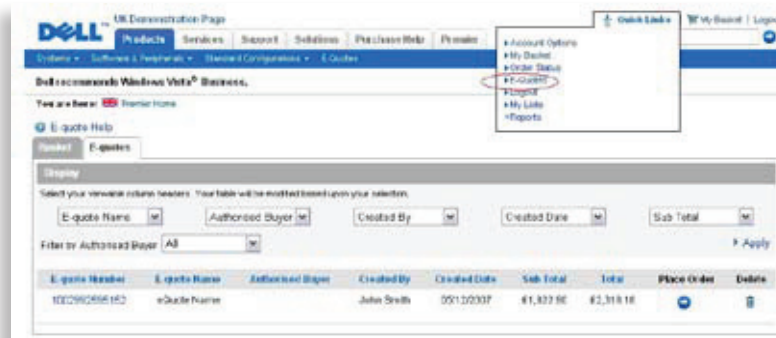
If you are set up as a **Shopper** or **Buyer** you can retrieve only your own E-quotes.

If you are set up as an **E-quote Buyer** you can retrieve quotes saved by all those in your access group.

If you are set up as a **Site E-quote Buyer** you can retrieve all quotes saved on your Premier site.

To retrieve a quote simply click on E-Quotes in **Quick Links** at the top of your Premier home page.

You will then be presented with the following screen which lists all non-purchased quotes viewable according to your allocated role.




To review an E-quote just click on the E-quote number on the left - this will take you to a quick view of the saved basket.

At the top and bottom of the page are the following options:

Detail view – expands the summary providing a detailed view of the saved items.

View E-quote List – Takes you back to the complete list of saved E-quotes.

Add an item to your E-quote – Allows you to continue shopping and save a new E-quote.

Once you are satisfied with the item details on the e-quote and wish to confirm the intended purchase, you can proceed to the  **Checkout**



7. ORDER STATUS

After you submit your order you will receive three separate emails from Dell per online order:

An order acknowledgement email listing the details of your order.

A subsequent order confirmation email including an order number, your order details, and an estimated ship date.

A ship notification email giving detailed information about when your order was shipped.

You can also check on the status of your order(s) using the link in **Quick Links** at the top of your page - click this button and the current status of one or more open orders will be displayed.

8. ACCESS GROUPS AND ROLES

Through Dell Premier you can allocate Access Groups and Roles. This enables you to distribute different levels of access to colleagues depending on job roles and responsibilities and can be created by your Account Manager.

This form highlights the various options:

Create your own Access Group		
Group Name -		
Group Description -		
Marketing info -	Dell Solutions	On / Off
	Premier News	On / Off
	Segment Marketing	On / Off
Ability to save E-Quotes	Yes / No	
Ability to add addresses	Billing	Yes / No
	Shipping	Yes / No
Payment Options	Purchase Order	Yes / No
	Credit Card	Yes / No
	Leasing	Yes / No
Available Catalogues	Full Discounted store	Yes / No
	Software & Peripherals	Yes / No
	All Standard Configs	Yes / No
	Some Standard Configs	Details below:
Reports	System Order Status Report	
	Shipment Summary Report (Brand)	
	Shipment Summary Report (Address)	
	Shipment Summary Report (PO number)	
	Asset Register Report	
Links to other web sites (Provide details)		
Remember - users will then be allocated one of the below roles:		
Shopper	Can view, save quotes but not purchase	
Buyer	As above and purchase	
E-Quote buyer	As above and view e-quotes within same access group	
Site E-Quote buyer	As above and view all E-Quotes on site	



Simply fill in the attached spreadsheet form and send to your Account Manager who will create your personalised group. Once you have created an access Group you then need to assign a role to each person within the group:

	Industrial-level		Access Group-level		Premier Site-level	
	Shopper	Buyer	E-Quote Buyer	User Administrator	Site E-Quote Buyer	Site Administrator
Capabilities						
View all e-quotes for Premier Page					↑	↑
View all e-quotes for Access Group			↑	↑	↑	↑
View own e-quotes	↑	↑	↑	↑	↑	↑
Purchase from Page		↑	↑	↑	↑	↑
Add / Edit / Remove Users for Access Group				↑		↑
Add / Edit / Remove Users for Premier Page						↑
Create and Manage Access Groups						↑

Thank you for your time and please contact your account manager if you have any questions or specific training requirements.

9. My Premier

Personalise your page through **"My Premier"**

My Premier is an optional feature. When turned on by your Dell AccountTeam, **"My Premier"** framework will appear in the **"My Premier"** tab.

My Premier offers a new workspace with customisable gadgets

- Your account manager can setup "My Premier" page as your personalised default landing page when you login to Premier.
- You can add up to 5 workspaces and customise the name of each workspace
- Use the control panel to add multiple gadgets to your personal workspace creating a customised look and feel
- Move gadgets left to right, top to bottom and remove or collapse unwanted gadgets easily
- My Premier settings are saved to your profile settings



"My Premier" settings are saved to your profile settings

"My premier" offers 7 gadgets:

- **Standard Configurations** - View and purchase all your Standard Configurations.
- **Account team** - View your Dell Account team.
- **eQuote** - View all your eQuotes.
- **Order management** - Enter your order number/Customer number and track your orders here.
- **Document sharing** - Document shared between you and your Dell Account team.
- **Technical Support** - Download any technical support materials on your products.
- **Custom Links** - Access your customised links.

"My Premier" offers you direct access from one page, to your most used functionalities in your Premier page.

The screenshot displays the Dell Premier user interface. At the top, there's a navigation bar with links like Home, Account Options, Contact Us, Reports, Custom Links, E-Quotes, and Order Status. Below this, a 'You are here' breadcrumb shows 'Premier Home'. The main content area is divided into several sections:

- Technical Support:** Features a search bar for 'Latitude 110L' and links to Drivers & Downloads, Manuals, Parts & Upgrades, and Warranty Information. It also lists 'Featured Support Topics' like Security Center, Windows Vista Center, and Enterprise Resource Center.
- E-quotes:** A table showing quote details with columns for NUMBER, NAME, and CREATED. The table lists three quotes: 1004185340693 (Test1, 09/01/2008), 1004093774074 (test 17/12, 17/12/2007), and 1004047780631 (test, 10/12/2007).
- Account Team:** A table listing team members with columns for Name, Position, and Phone. The table includes UK PARTS Dept., EMEA Ops Mgr, Internal Account Manager, Online Content, and UK PAD Premier Manager.
- Order Management:** A section for viewing orders by reference number, with fields for Order number and Customer Number, and a Submit button.
- Standard Config:** A section for viewing standard configurations, with a table listing 'Standard Laptop Build #1' (£1,900.00) and 'Training Optiplex Quotation' (£500.00).
- Custom Links:** A section for custom links, currently showing a 'Test Link'.
- Document Sharing:** A table showing shared documents with columns for Name, Last Updated, and Download. It lists 'Premier Pages overview Customer' (1/17/2008 4:32:17 AM).

